

ABSTRACT OF THE DISCLOSURE

Action data is exchanged between a service provider and a service consumer.

Action data include service requests from a service consumer, service reports and billing reports from a service provider. Action data for both the provider and the

5 consumer are encapsulated into an action object by an action processor and transmitted via common telecommunications infrastructure. When received, the action object is unencapsulated by an action processor and processed further by updating the receiver's action database or visually displaying the data in a computer monitor.